



WELCOME TO THE CITY OF SHOW LOW!

The attached form is needed to start your utility service with the City of Show Low.

Please fill out this form completely and sign the bottom signature line. When you return this form, please include either a letter of credit from any utility company that shows one year of good payment history for you or a \$150 security deposit. This deposit is credited to your account after one year of timely payments, or if you close your account it will be applied to your final bill. The security deposit will be reduced to \$75 if you sign up for electronic auto-pay today.

There is also a \$25 service fee for water service. This service fee is charged anytime there is a change in the water account name or if the water is turned on or off. The \$25 fee will be reflected on your first bill.

Please indicate the date you wish your service to begin: _____

Return this sheet with the attached form to:

Finance Department
Attn: Utilities
180 N 9th Street
Show Low, AZ 85901

Phone: (928) 532-4021
Fax: (928) 532-4044

T/frontdesk/app2011

City of Show Low * 180 N 9th Street, Show Low, AZ 85901 * (928) 532-4021

Deposit: Cash _____ Check _____ CC _____
Letter of Credit: _____

Date: _____
By: _____
Acct#: _____

**CITY OF SHOW LOW
APPLICATION FOR UTILITY SERVICES**

Effective Date: _____ **Service order hours: Mon- Fri 1:00pm-3:00pm**

Service Location: _____

Name: _____ Last 4 S.S# _____

Date of Birth: _____ Employer: _____

Name of Spouse/Other _____ Last 4 S.S.#: _____

Date of Birth: _____ Employer: _____

Mailing Address: _____ *** Phone: _____ ***

City, State, Zip: _____ Email: _____

**Terms and Conditions of Service
(Please read carefully)**

1. The applicant agrees to pay each utility bill in full for all charges on the indicated utility bill by the due date as shown on the bill.
2. The applicant agrees to pay a late fee for any bill not paid by the 25th of the month and the user agrees and understands that the City has the right to terminate the particular utility service if payment of any utility bill, including the late fees, deposit amounts, and all other assessments are not paid in full.
3. The applicant agrees that there is a \$25.00 fee to be assessed against user if the City of Show Low's water valve at the meter is turned off or on by the user, except for an emergency. Service calls made after hours will be subject to an after hours charge. Interpretation of all emergencies shall be in the sole discretion of the City. If a valve breaks during user's use of the valve, user agrees to pay all costs for replacing the valve.
4. The applicant agrees and acknowledges that if utility service is terminated for non-payment of the utility bill a fee will be required in addition to payment of all past charges before the water will be turned back on.
5. The applicant agrees that if the City incurs any collection costs to recover past due amounts from user for utility services; user will pay all such collection costs in addition to the outstanding balance of the user's account. "Collection costs" shall include all fees incurred by the City, including but not limited to, actual attorney's fees or any contingency fees charged by an attorney or a collection agency before and/or after a lawsuit is filed.
6. **As many issues may occur when water is turned on The City of Show Low highly recommends that someone with access to the house be present when services are turned on. Will someone be there for the turn on initial YES: _____ NO : _____ IF YES- If no one is present when the tech arrives during your scheduled time do you still want the water turned on initial YES : _____ No: _____**
7. **Please be sure that all faucets and landscaping water is off. If you have a main valve on your house please turn it off. If it appears the water is running inside or outside the home the water service will NOT be turned on. You are responsible for all the water usage and any damage that may occur when the water is turned back on.**
8. The applicant agrees to comply with all regulations of the City relating to utility services. The user agrees that failure to comply with such regulations may result in the termination of utility services.

BY SIGNING THIS APPLICATION, I AFFIRM THAT I AM RESPONSIBLE FOR THE PAYMENT OF ALL
UTILITY SERVICES PROVIDED BY THE CITY. _____

Property Owner Signature / Date

SURE PAY AUTHORIZATION FORM

NAME (please print clearly)			CITY OF SHOW LOW ACCOUNT NO.	
ADDRESS	CITY	STATE	ZIP	PHONE NO.
BANK NAME	BRANCH LOCATION	CHECKING ACCOUNT NO.	BANK ROUTING NO.	

I authorize the City of Show Low to automatically draft the financial institution named above for the monthly payment of my utility bill. I authorize the financial institution named above to pay each amount from my checking account every month. Payment will be made on the due date shown on my utility bill.

I understand that I must contact the City of Show Low considering bill discrepancies prior to scheduled draft date. I may cancel this authorization by notifying the City of Show Low to remove my account from the Sure Pay plan. The City of Show Low will have 30 days to change my billing. I understand the City of Show Low reserves the right to terminate my participation in the Sure Pay plan. I understand that the City of Show Low may impose a nominal fee if a bill is not paid by my financial institution.

SIGNATURE	DATE
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If you wish to **stop service, report a change in billing address, or obtain information regarding your bill or service**, call the Utility Department at (928) 532-4021.

To report an **EMERGENCY** during business hours (Monday through Friday 8:00 a.m. to 5:00 p.m.), call (928) 532-4021, on **weekends and after hours**, call (928) 537-4365.

PAYMENTS AND BILLING PERIOD

WHEN PAYING BY MAIL:

Make check payable to **“City of Show Low”**. Be sure to enclose lower portion of bill to ensure proper credit to your account. Your canceled check is your receipt. For your own protection, do not send cash by mail.

MAIL TO: City of Show Low, Utility Dept.
180 N. 9th Street
Show Low, AZ 85901

THRMS OF PAYMENT:

All charges are due and payable upon receipt of this statement and shall become delinquent 15 days after the statement date. All delinquent accounts may be subject to a penalty charge.

If charges remain unpaid for 30 days after issuance of the statement, a turn off order will be issued and a mandatory charge shall be paid for each occasion that a city employee is dispatched to disconnect and/or connect services due to nonpayment. Your account may be subject to additional penalties. If a check is returned due to insufficient funds, your account will be charged for the amount of the check plus a \$25.00 NSF fee. If a check is not honored by your financial institution more than twice in a 12-month period, you will be placed on a cash only basis.

SURE PAY (AUTOMATIC BILL PAYMENT SERVICE):

If you would like to have your payment automatically deducted from your checking account, please fill out the top portion of this form and return it with a voided copy of the check to be drawn on the financial institution you elect to use to the Utility Department, at least 10 working days prior to your next billing cycle to ensure that Sure Pay plan is implemented with your next bill.

SURE PAY TERMS AND CONDITIONS:

Each month you will receive a utility bill with a note indicating the dollar amount and the date that your account will be drafted. Sure Pay payments will be deducted from your account the 15th of each month. If the 15th falls on a weekend or holiday the Sure Pay payment will be deducted the next business day. You have up to 10 working days to contact the City of Show Low regarding billing discrepancies. Sure Pay payments returned for insufficient funds will be subject to charges similar to those for a returned check. If your account cannot be deducted due to insufficient funds twice within 12 months, your account will be removed from the plan. If you wish to cancel your Sure Pay agreement with the City of Show Low, you must do at least 10 days prior to your next billing cycle. The City of Show Low requires 30 days to change your billing method. The City of Show Low reserves the right to terminate Sure Pay participation without prior notice to the customer.

CITY OF SHOW LOW

Resolution 2011-17
Effective 6/01/2013**Water Rates**

Rate Code	Meter Sizes	Usage Allowance	Base Fee	Rate per 1,000/gal
101	5/8 - 3/ 4"	5,000	26.64	2.62
102	1"	5,000	41.18	2.62
103	1 1/2"	11,000	86.56	2.62
104	2"	22,000	186.17	2.62
105	3"	44,000	383.25	2.62
106	4" +	67,000	617.70	2.62

Water Rates - Outside City Limits

125%

Rate Code	Meter Sizes	Usage Allowance	Base Fee	Rate per 1,000/gal
111	5/8 - 3/ 4"	5,000	33.30	3.28
112	1"	5,000	51.48	3.28
113	1 1/2"	11,000	108.20	3.28
114	2"	22,000	232.71	3.28
115	3"	44,000	479.06	3.28
116	4" +	67,000	772.13	3.28

Wastewater Rates

Rate Code	Description	Base Fee	Rate per 1,000/gal
301	Residential	27.58	n/a
351	Residential - Low Pressure	38.19	n/a
303	Commercial	22.71	2.60
361	Commercial - Low Pressure	34.81	2.60
310	Multi Family/Trailer Park*	22.71	2.21
311	Offices/Business/Retail*	22.71	2.21
314	Churches*	22.71	2.21
316	Motels and Hotels*	22.71	2.21
318	Schools*	22.71	2.21
320	Bars*	22.71	2.21

*Existing business phase-in rate

Sanitation Rates - Resolution 2011-07

Rate Code	Description	Base Fee
501	First Polycart (One trash, one recycling)	17.55
502	Additional Polycart	8.01

Miscellaneous Rates

Rate Code	Description	Base Fee
2101	Water Rights Preservation Fee (per month/per active water account)	0.75
	Seasonal/Inactive Status (resolution R2013-04) - Effective 5/02/13	150.00
	- Includes connect/disconnect fee for water customers	
	- Fee is due and payable immediately. If not paid in full at time of disconnection the standard late fee shall be applied for all outstanding balances	
	- Account must be current prior to reconnection	
	- Includes all services	
	Water Connection	25.00
	Water Disconnect	25.00
	After Hours Call Out	40.00
	Re-Read/Read Only	25.00
	Bulk Meter Activation	150.00
	Bulk Meter Deposit	800.00
	Non-Sufficient Funds fee	25.00
	Late Fee (applied 10 days after billing date)	10.00
	Security Deposit	150.00
	- with autopay sign up and continued active autopay	75.00
	- refunded after 12 consecutive months of prompt payment	
	- may be waived with letter of credit showing 1-year of prompt payment history from previous utility	
	Non-pay Wastewater physical disconnect	600.00